

# Contract User Guide for OFF36

## OFF36: Office Supplies, Recycled Paper and Envelopes

UPDATED: 3.27.18

<b>Contract #:</b>	<b>OFF36</b>
<b>MMARS MA #:</b>	<b>OFF36*</b>
<b>Initial Contract Term:</b>	<b>1.1.14-12.31.17</b>
<b>Maximum End Date:</b>	<b>12/31/2018</b>
<b>Current Contract Term:</b>	<b>1.1.18-12.31.18</b>
<b>Contract Manager:</b>	<b>Jodi Paris Anastos, Phone: 617-720-3169, jodi.parisanastos@state.ma.us</b>
<b>This Contract Contains:</b>	<b>Environmentally Preferable Products (EPP), Supplier Diversity Office (SDO) Contractors</b>
<b>UNSPSC Codes:</b>	<b>44-12-00; 44-12-15; 14-11-18 (office supplies, recycled envelopes, recycled paper)</b>

\*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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# Contract User Guide for OFF36

## Contract Summary

This is a Statewide Contract for Office Supplies, Recycled Paper and Envelopes statewide contract includes office supplies, recycled paper and envelopes.

## Contract Categories

This contract includes 3 categories of Office Supplies, Recycled Paper and Envelope as listed below.

*Category 1:	Office Supplies W.B. Mason (PunchOut)
Category 2:	Recycled Paper Lindenmeyr Munroe Veritiv (Punchout)
Category 3:	Recycled Plain and Printed Envelopes Bay State Envelope Veritiv W.B. Mason

\*Limited quantities of copy paper and unprinted envelopes (maximum of 39 cases) are available for orders from W.B. Mason under Category 1 – Office Supplies.

Most of the paper and envelop products contain post-consumer recycled content complying with the federal and state requirement. In addition, many of the office supplies are environmentally preferable products and are designated as such in the catalogs. See the environmentally preferable products (EPP) section for additional information.

## Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization:

- Leveraging the Commonwealth's buying power
- Solicitation process
- Vendor management
- Availability of Environmentally Preferable Products (EPP)
- Availability of Prompt Paid Discounts (PPD)

A market basket representing the largest amount of spend under the previous contract was negotiated to obtain the deepest discounts for these items. Since the market basket represents the best value, these should be considered for purchase first.

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## Find Bid/Contract Documents

To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, select Master Blanket Purchase Order [C166513-vCurrent](#).

## Who Can Use This Contract

### Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00; Applicable Procurement Law: MGL c. 7, §22; c. 30, §51, §52; 801 CMR 21.00

### Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

1. Cities, towns, districts, counties and other political subdivisions;
2. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
3. Independent public authorities, commissions and quasi-public agencies;
4. Local public libraries, public school districts and charter schools;
5. Public hospitals owned by the Commonwealth;
6. Public institutions of higher education;
7. Public purchasing cooperatives;
8. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
9. Other states and territories with no prior approval by the State Purchasing Agent;
10. Other entities when designated in writing by the State Purchasing Agent.

## Purchase and Quote Options

### Purchasing Options:

Purchases made through this contract will be direct, outright purchases. All Vendor cost files are posted on COMMBUYS. Product pricing may be found by referring to the MBPO for each vendor see Vendor List and Information.

**Executive Departments:** All Executive Departments are required to use statewide contracts for their purchases if the goods/services they seek are available on a statewide contract. Executive agencies are required to utilize COMMBUYS for all related statewide contract purchasing activity. For further details please see the [Best Value Procurement Handbook](#).

**Eligible Entities:** All other Non-Executive Eligible Entities are encouraged to utilize COMMBUYS for all statewide contracts purchasing activity, however the use of COMMBUYS is not required. Non-Executive Eligible Entities may order via email, phone or fax as allowed by the vendor. To ensure that you are being offered statewide contract pricing, contract users should identify and reference the contract number OFF36 when contacting the vendor for quote activity or placing an order.

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## Obtaining Quotes

Contract users should always reference OFF36 when contacting vendors to ensure they are receiving contract pricing. Quotes should be awarded based on best value.

## Pricing Options and Discounts

Product pricing may be found by referring to the MBPO for each vendor see Vendor List and Information.

## Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

## How to Purchase within COMMBUYS

To obtain in depth contract information please go to the COMMBUYS website ([www.commbuys.com](http://www.commbuys.com)), click on "Contract and Bid" Search, select the radio button for Contracts/Blankets, and type OFF36 into the Contract/Blanket Description field. Then click "Find It." C166513-vcurrent is the record containing the vendor-specific attachments that were imported from Comm-PASS.

This Master Blanket Purchase Order also contains:

- Contract User Guide – the latest version of this document
- Request for Response (RFR) – the original bid document containing complete service specifications

Some vendors have a Punch-out and an additional MBPO for a zero dollar line item for those special or miscellaneous orders that are not able to be processed through a Punch-out catalog. There are also vendors who only have a line item catalog. Refer to each vendor's specific Contract User Guide that was adapted just for their contract.

For directions on how to complete a purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage and select either:

- The *Quick Reference Guide (QRG)* section and choose the *QRG – Buyer Punch-out Ordering* job aid
- The *COMMBUYS Purchase Orders* section and choose the *How to Purchase from a G2B Punch-out* job aid.

Below you will find some examples for the various categories on this contract. If you need additional assistance please contact the COMMBUYS help desk at (617) 720-3197.

NOTE: Prior to requesting quotes or issuing orders, contract users should always check COMMBUYS to see whether the vendor is currently in "Active" status. Vendors may be suspended for several reasons, including failure to comply with their contract obligations. New orders may not be issued to vendors whose status is "Inactive," who have been suspended from new business or dropped from the contract How to use this contract in COMMBUYS:

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## How to place an order

Once a price has been obtained and selected the ordering process is as follows:

1. Initiate a new requisition
  2. Search for an item (Use OFF36) in the description
  3. Select the vendor you will be placing an order with
  4. Select the appropriate catalog line
  5. Enter quantity
  6. Enter the total price
  7. Add additional items if required
  8. Submit for approval
- For directions on how to complete purchase transactions in COMMBUYS, visit the [Job Aids for Buyers](#) webpage: The *Quick Reference Guide (QRG)* section and choose the *QRG – Buyer Punch-out Ordering* job aid
  - How to purchase from a G2B PunchOut
    - Go to the *Quick Reference Guide (QRG)* section and choose the *Buyer Punch-out Ordering* QRG
  - Directly purchase fixed price items through COMMBUYS
    - Go to the COMMBUYS Requisitions section, and choose the How to Create a Release Requisition and Purchase Order (Contract Purchase) job aid
  - Solicit quotes and select and purchase quoted item in COMMBUYS
    - For Executive Agencies go to the *Quick Reference Guide (QRG)* section, and choose *Executive Agencies Posting a Bid to Receive Quotes from Vendors on Statewide Contract QRG*.
    - For all other Eligible Entities, go to the *Quick Reference Guide (QRG)* section, and choose *Municipalities Posting a Bid to Receive Quotes from Vendors on Statewide Contract QRG*.

## Discontinued Products

- Orders must be filled as submitted unless the item has been discontinued by the manufacturer and is not available for shipment. The approval of any proposed substitute product is required prior to shipping the order. The replacement item must be of equal or better quality at an equal or lower price. If the substitute item is less expensive, that must be reflected on the invoice. If samples are available and requested, the vendor should provide the item at no additional charge. If the vendor must charge a fee for the sample the price must be negotiated between the vendor and purchaser.

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## Instructions for MMARS Users

MMARS users must reference the MA number (OFF36\*) in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at [Comptroller.Info@state.ma.us](mailto:Comptroller.Info@state.ma.us) for support.

## Environmentally Preferable Products (EPP)

This contract provides Commonwealth buyers an extensive office supply catalog that contains hundreds of items made with environmentally preferable products (EPPs). EPPs include products and services that:

- Contain recycled materials
- Conserve energy or water
  - Minimize waste
- Are less toxic and hazardous
- Reduce the generation, release, or disposal of toxic substances
- Protect open space
- Otherwise lessen the impact of such products or services on public health and the environment.

The EPP program has set minimum standards for vendors to identify EPPs in this contract and encourages buyers to consider purchasing these products. Vendors are required to mark products with an environmental symbol, and have a description of the environmental attribute (e.g. post-consumer recycled content, 3rd party certifications, reduced toxic substances, or using less energy/water). Note: Executive Department Agencies are required to comply with Executive Order 515: Establishing an Environmental Policy by procuring EPP's whenever such products and services are readily available, perform to satisfactory standards, and represent best value to the Commonwealth. For more information on the EPP's listed in this contract, please review the [EPP Products and Services Guide](#).

## Contract Exclusions and Related Statewide Contracts

Awarded vendors are only authorized to provide those items and/or quantities of products that are covered by this contract. If you are unsure of allowed commodities available on this contract, e-mail the Strategic Sourcing Services Lead at [Jodi.ParisAnastos@state.ma.us](mailto:Jodi.ParisAnastos@state.ma.us).

The purchase of the following categories is not allowed under this contract, please note appropriate contracts for those categories:

- Office furniture (e.g. desks, chairs, tables, mobile or cube furniture): OFF38
- Printer, copier and fax toner cartridges or bottles (name brand or remanufactured): ITC66
- Janitorial cleaning and related supplies: FAC85
- Printers, including desktop printers: ITC47 category 6
- Paper goods (i.e. paper plates, plastic ware etc.): GRO35
- Food: GRO30 (Prime Grocers) GRO32 (Dairy Products) GRO33 (Baked Goods); GRO34 (Bottled

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Water)

- Art and Instructional School Supplies: OFF35  
Appliances: FAC94 (MRO)

## Shipping/Delivery/Returns

Delivery is F.O.B. destination and shall mean delivery and unloading, at no additional cost and.. Should the vendor use an independent carrier to satisfy delivery requests, the vendor accepts responsibility for ensuring the carrier will coordinate with the contract user on delivery instructions. The vendor is also responsible for all violations and penalties for the carrier for the performance of the contract terms. Late deliveries or deliveries that cannot be made within the above guidelines may be canceled at no cost to the Eligible Entity. Hours for all deliveries shall be performed during business working hours, usually 9:00 AM to 5:00 PM EST/EDT Monday through Friday. Other delivery hours/ is permissible only with the written approval of the Eligible Entity.

NOTE: For vendors not able to access some buildings, i.e., the McCormack Building at One Ashburton Place, Boston, without prior notification to the loading dock, the agency placing an order for One Ashburton Place, Boston must notify the loading dock immediately at: <http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-officebldgs/mccormack-bldg/mccormack-loading-dockcontractor-access.html>

## Product Returns

- Vendors must resolve all requests to return non-custom items in original condition within 5 business days. Items will be picked up and credited by the vendors within five business days at no cost to the Eligible Entity. No restocking fees will be charged.
- Unapproved substitutions are not allowed under this Contract and if delivered in error must be replaced with the requested items or approved substitutes within 2 business days. No restocking fees will be charged.

All vendors are responsible for insuring that item(s) received that do not meet the written guarantees and/or warranties published by the manufacturer are replaced within 30 days of notification by the department whom purchased the item. Returning of the defective item will be done so at the expense of the supplier.

## Time Allowed for Delivery after Order Placement

**Category 1:** All deliveries are to be made within one business day of placing the order, or per the delivery schedule mutually agreed upon by the Eligible Entity and the vendor. The only exception would be delivery to the islands in which case 3 business days will be acceptable.

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In the event a vendor cannot deliver within the required time frame indicated above, the vendor must notify the Eligible Entity and work out a mutually acceptable schedule. If the vendor does not contact the Eligible Entity, or if the vendor & Eligible Entity cannot agree on a mutually agreed upon schedule, then contact the contract manager by e-mail, due to penalties are imposed per violation.

**Category 2:** All deliveries must be made within two business days of placing an order for stock items and within three business days for non-stock items, or per a delivery schedule mutually agreed upon by the Eligible Entity and the vendor. For rolled stock, all deliveries of white, standard rolled stock must be delivered within three business days of the receipt of the order, unless mutually agreed upon by the Eligible Entity and the vendor.

Deliveries of specialty rolled stock and/or colors must be within fifteen business days of the receipt of the order, unless mutually agreed upon by the Eligible Entity and the vendor. In the event a vendor cannot deliver within the time frames allowed, the vendor must notify the Eligible Entity and work out a mutually acceptable schedule. If the vendor does not contact the Eligible Entity, or if the vendor & Eligible Entity cannot agree on a mutually agreed upon schedule, then contact the contract manager by e-mail, since a penalty may be imposed per violation.

**Category 3:** All deliveries must be made within two business days for plain stock envelopes and seven to ten business days for printed stock envelopes, or per a delivery schedule mutually agreed upon by the Eligible Entity and the vendor.

For non-stock plain or printed envelopes delivery must be made in accordance with a delivery schedule mutually agreed upon by the Eligible Entity and the vendor.

In the event a vendor cannot deliver within the time frames allowed for this category, the vendor must notify the Eligible Entity and work out a mutually acceptable schedule. If the vendor does not contact the Eligible Entity, or if the vendor & Eligible Entity cannot agree on a mutually agreed upon schedule, then contact the contract manager by e-mail, due to penalties per violation may be imposed.

## **Additional Information/FAQs**

### **Backorders**

Category 1: Vendors must automatically deliver all backordered items as soon as the items become available. If a vendor cannot deliver the backordered item(s) within two business days of the original date of order, or in a time frame mutually agreed upon by the Eligible Entity, then the vendor may ship an equal or better quality item at the same price or lower within two business days. The vendor must receive the Eligible Entity's

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approval prior to shipment of such item. No additional fees or service charges will be allowed for delivery of supplies on backorder.

### **Order Fill Rate – Category 1 Only**

Vendors must maintain a complete order fill rate of 98% which includes next day delivery, during the term of the contract. In the event that a vendor cannot maintain such rate, the vendor must notify the Eligible Entity and work out a mutually acceptable replacement for items not filled within the delivery term.. If the vendor does not contact the Eligible Entity or if the vendor & Eligible Entity cannot agree on a mutually acceptable resolution contact the contract manager by e-mail, since penalties may be imposed per violation. Minimum Order Quantities – Category 3 only

The minimum order for printed envelopes is 1 carton.

### **Billing**

Orders are to be billed for each order, unless consolidated billing is requested. All vendors will provide electronic invoices to the Eligible Entities upon request. All invoices must separate each line item, with detail, and account identification for each request by any Eligible Entity for each order and delivery.

Contract users should review all invoices received from the vendor(s) to ensure that the invoice pricing agrees with the vendor(s) cost sheet. For any discrepancies, the user should contact the vendor(s) for resolution. If you require any assistance, please contact the contract manager.

### **Contract Issues**

Please contact the contract manager for all unresolved issues with any vendors. Timely resolution can be addressed by the contract manager. Send an e-mail describing the problem and include any backup information that pertains to the problem.

Issues include, but are not limited to:

- Timeliness of deliveries
- Sufficient inventory (e.g. fill rates)
- Vendor selling items that are excluded from this contract
- Quality of customer service

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## Products Excluded (see Contract Exclusions)

### Frequently Purchased Items on the Contract

Office Supplies  
Recycled Paper  
Recycled Plain and Printed Envelopes

### Geographical Service Area

All Regions/Counties are serviced by vendors on OFF36

[https://www.sec.state.ma.us/cis/cispdf/County\\_Map.pdf](https://www.sec.state.ma.us/cis/cispdf/County_Map.pdf)

### Warranties

Refer to documentation in product literature

### Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These are listed in the section below. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer.
- **Volume Discounts:** Additional discount is negotiated or provided to buyer if a larger volume of product or service is purchased.
- **Dock Delivery Discount:** discount is provided if product is delivered directly to the loading dock

### Category 1 – Office Supplies

#### W.B. Mason

- Prompt Pay Discount (PPD) - 30 days 5%
- Prompt Pay Discount (PPD) - 20 days 5%
- Prompt Pay Discount (PPD) - 15 days 5%
- Prompt Pay Discount (PPD) - 10 days 5%
- Volume Purchase Discount (VPD)
- \$2000-\$3499 1%
- \$3500+ 1%
- Dock Delivery Discount (DDD) 5%

Eligible Entities are encouraged to plan for larger orders rather than more frequent small orders whenever this is practical. Making larger and less frequent orders is also more energy-efficient and can cut down on packaging required.

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### Category 2 - Recycle Paper

Lindenmeyr Munroe

Prompt Pay Discount (PPD) - 30 days - 1%

Volume Purchase Discount (VPD) \$5,000+ - 0.5%

Dock Delivery Discount (DDD) - 2%

Veritiv

(f/k/a Xpedx -)

Prompt Pay Discount (PPD) - 30 days - 1%

### Category 3- Envelopes

Bay State Envelope

Prompt Pay Discount (PPD) - 30 days - 1%

Prompt Pay Discount (PPD) - 15 days - 1%

Prompt Pay Discount (PPD) - 10 days - 1%

Prompt Pay Discount (PPD) - 20 days - 1%

Volume Purchase Discount (VPD): \$5000+ - 1%

Dock Delivery Discount (DDD) – 4%

### Performance and Payment Time Frames Which Exceed Contract Duration

No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

### Memorandum of Understanding/Statement of Work

**In addition, make sure to include language instructing buyers to make clear that all associated documents reference the statewide contract by its number.**

### **Strategic Sourcing Team Members**

Keris Akins	Department of Revenue
Ian Bain	Department of Public Health
David Collins	Department of Mental Health
Karen E. Glass	Department of Developmental Services
Glenn Kendall	Operational Services Division
Jessica Hardy	Military Division
Jodi Paris Anastos	Operational Services Division
Barbara Picardi	Department of Revenue
Mariange Roberts	Department of Corrections
Mark Rousseau	Executive Office of Labor & Workforce Development
Julia Wolfe	Operational Services Division

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# Contract User Guide for OFF36

## Vendor List and Information\*

Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog Punch Out Available	MMARS Vendor Code and Vendor Line	Contact Person	Phone #	Email	Categories	Counties	Discounts (PPD, Dock Delivery, Other)	Minimum Order	List any other important items
Bay State Envelope	<a href="#">PO-17-1080-OSD03-SRC3-8925</a>	No	VC6000174 838 1	David Luongo	(508) 337-8900	d.luongo@baystateenvelope.com	3	All	Yes Please see page 11	N/A	
Lindenmeyr Munroe	<a href="#">PO-17-1080-OSD03-SRC3-00000008219</a>	No	VC6000214 119 2	Timothy Goldberg	(800) 237-2737	tgoldberg@lindenmeyr.com	2	All	Yes Please see page 11	N/A	
VERITIV formerly XPEDX	<a href="#">PO-16-1080-OSD03-SRC01-00000005726</a> ; <a href="#">PO-16-1080-OSD03-SRC01-00000005105</a>	Yes	VC6000216 107 6	John Sullivan	781-820-6258	john.sullivan@veritivcorp.com	2, 3	All	Yes Please see page 11	N/A	Punchout
WB Mason	<a href="#">PO-16-1080-OSD03-SRC01-00000005136</a> ; <a href="#">PO-15-1080-OSD01-OSD10-00000001975</a>	Yes	VC6000160 898 4	Patricia Vacca	(508) 436-1850	Pat.vacca@wbmason.com	1, 3	All	Yes Please see page 10	N/A	Punchout

\*Note that COMMBUYS is the official system of record for vendor contact information.

\*\* <https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=C166513-vCurrent&releaseNbr=0&parentUrl=contract> Price files may be found in the individual vendor's MBPO.

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